



# City of Kingman, Arizona

**Classification:** Office Attendant – Part Time  
**Department:** Parks and Recreation  
**Accountable To:** Parks and Recreation Director or as designated  
**Created/Revised Date:** October 2015  
**FLSA Status:** Non-Exempt **Salary Grade:** Part-Time **Band:** A **EEO4:** 6

## GENERAL DESCRIPTION OF POSITION:

The primary function of an employee in this class is to perform routine clerical and office support to a department, division or program. This is accomplished by responding to inquiries and providing general information, typing basic documents, entering and validating data, providing telephone and office coverage, cash handling/recording, and other routine office activities. Assignment also includes providing assistance in the planning and holding of events, trips, activities in support of Recreation programs within the Parks & Recreation Department.

## SUPERVISION RECEIVED:

Works under general supervision of department administrative staff.

## SUPERVISION EXERCISED:

None

**ESSENTIAL DUTIES AND RESPONSIBILITIES:** Essential Functions are not intended to be an exhaustive list of all responsibilities, duties and skills. They are intended to be accurate summaries of what the job classification involves and what is required to perform it.

- Provides reception and customer service by answering telephones and greeting staff and customers. Provides assistance, responds to inquiries and requests for information and refers, when necessary, to appropriate staff, registers patrons for programs, trips, park permits, field/court reservations, etc., and issues permits for usage of park facilities, pool, etc.
- Maintains, files and retrieves materials using established filing systems.
- Updates and maintains automated data management systems and review input for accuracy; Retrieves and reports information as needed.
- Receives forms and other documents; records or logs receipt of documents and prepares them for processing.
- Ensures documents are complete with proper signatures, dates or other written information; Ensures collection and recording receipt of appropriate payment (cash, credit card transactions); Handles and records cash and credit card transactions in accordance with department and City procedures.
- Assists in composing, typing, proofreading and editing documents; checks forms and materials for accuracy and completeness.
- Assists in coordinating department events and provides assistance during events.
- Assists with recreation program, events and activities: Setting up and taking down equipment for various park and recreation programs, prepares facilities for park and recreation program use.
- Provides excellent and proficient customer service to both internal and external customers.
- Communicates and acts in a professional manner with the public, co-workers, and work contacts.
- Regular attendance is an essential function of this job to ensure continuity.
- May be required to work early mornings, evenings, weekends and holidays as needed.
- Performs all work duties and activities in accordance with City policies and procedures; follows safety policies and practices, works in a safe manner, and reports unsafe activity and conditions.

## **Peripheral Duties:**

- Operates a city vehicle to run errands and attend to events. Operate golf cart on park premises.
- As needed, unlock and lock facilities.
- Performs related duties as required.
- Performs special assignments as requested.

## **DESIRED MINIMUM QUALIFICATIONS:**

### **Education and Experience:**

- High School Diploma or GED equivalent
- One (1) year of experience in an office setting performing general clerical duties
- Some public contact and/or cash handling/recording experience.
- Use of computer and related software experience, preferably with Microsoft Office products, REC 1 software OR
- Any combination of education, experience and training which demonstrates the knowledge and experience to perform the duties and responsibilities of the position.

### **Knowledge:**

Working knowledge of recordkeeping practices and procedures; Effective customer service procedures and techniques; Standard office practices and procedures; English spelling, grammar, and punctuation; File management and storage using good organization practices; Cash handling, accountability and recording.

### **Skills:**

Skill in the effective, safe operation of listed tools and equipment; Utilizing computer hardware and software to accomplish work assignments (i.e., Microsoft Office) and demonstrate proficiency to update documents, spreadsheets, and databases.

### **Abilities:**

Ability to: Understand and follow directions given by immediate supervisor; Keep and maintain complete and accurate manual and electronic recordkeeping and filing systems; Responsibly and accurately handle and record cash and credit card transactions; Establish and maintain effective working relationships with other City employees and the public; Respond to requests and inquiries tactfully and courteously; Perform basic arithmetic calculations; Communicate effectively both orally and in writing; Use equipment and tools properly and safely; Participate in teamwork productively and establish and maintain effective working relationships with employees, supervisors, and the public; Maintain regular attendance and recognize attendance as an essential function of this job to ensure continuity; Willingness to work shifts and hours for department held events and activities to include the working of early mornings, evenings, nights, weekends, and holidays as scheduled and as necessary; and work in different weather conditions with exposure to the elements.

### **Special Requirements:**

Valid Arizona state driver's license or ability to obtain one.

## **WORK ENVIRONMENT:**

The work environment characteristics attached to the job description are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. - See Physical Demands Form

## **EXPECTED BEHAVIOR/QUALITY OF SERVICES:**

Excellence is the responsibility of everyone at the City of Kingman. We lead by our core values in constant pursuit of excellence:

**Commitment** – Dedicate oneself to consistent and excellent public service.

**Innovation** – Implement unique, creative and cost-effective solutions.

**Communication** – Communicate in a positive, honest and productive manner.

**Integrity** – Adherence to high ethical standards.

**Diversity** – Promote inclusiveness and impartiality throughout the organization.

**Personal Responsibility** – Take initiative to achieve excellence and accept accountability, uphold confidentiality, know when to report indiscretions and inappropriate actions even when it may be uncomfortable to do so, take responsibility for your work environment.

**Respect** – Demonstrate a high regard for others, support each other.

**Teamwork** – Promote and encourage cooperative efforts, open communication and trust, encourage positive feedback.

**All City employees are expected to conduct themselves consistent and in support with the above values.**

### **SELECTION GUIDELINES:**

Submittal/review of employment applications, screening/rating of application in relation to training and experience to job description and overall presentation and job history/stability, oral interview, reference and background check. Supplemental job related tests may be required.

### **DISCLAIMER:**

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required of personnel in this position. This job description is subject to change as the needs and requirements of the position changes.

### **EMPLOYEE SIGN OFF:**

I have read through the job description and have a good understanding of the requirements for my performance in this position and find it to be an accurate description of the demands of this position. I acknowledge it is incumbent upon me to seek clarification from my supervisor/manager for any questions I may have regarding the requirement/responsibilities of my position. I also acknowledge that I can fulfill the essential functions of my position. Should I need to seek reasonable accommodations, I acknowledge I will contact my supervisor/manager or Human Resources to pursue options.

**Employee Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Employee Printed Name:** \_\_\_\_\_